Exceptional Contribution Nomination Cover Sheet

Name of Nominee: NEIL TURTON-LANE

Name of Person Submitting Application: DAVID PEDLAR
PART B
ADDITIONAL DESCRIPTION

Neil Turton-Lane’s work history in the Mental Health Sector spans 20 years, primarily employed in lived experience leadership roles as a Consumer Consultant and Peer Worker within both Clinical and Community Mental Health services. Neil was previously Team Leader for Consumer Participation, Western Region Health Centre and Consumer Consultant, Inner West Area Mental Health service in Melbourne, moving to cohealth and is currently employed at the Victorian Mental Illness Awareness Council (VMIAC) as NDIS Manager, where he manages the NDIS Appeals and Reviews and NDIS Education Teams.

Whilst the NDIS has been a core focus of much of his work in the past few years, Neil was involved with the Mental Health Advisory Group, facilitating consumer participation on cohealth’s Community Advisory Committee to ensure understanding and responsiveness to community needs; maintaining strong connections between Board Directors, senior leadership and the services’ diverse constituents; and enabling meaningful consumer input into cohealth’s strategic direction and continuous quality improvement.

Neil’s achievements include advocating for consumer rights through the ground-breaking, innovative ‘Exploring Advanced Statements Through Storytelling’ Project in 2014. Storytelling has been at the heart of Neil’s practice and advocacy, promoting the value and wisdom of lived experience in personal recovery. Neil created opportunities for the Consumer Workforce through an innovative Internship recruitment program, where Peer Worker Interns were able to secure employment in the sector. Neil is a founding member of the Psych Action Training group, meeting at the Centre for Psychiatric Nursing (CPN), at Melbourne University. Neil has worked extensively on the Consumer Peer Supervision project and various Department of Health and Human Services (DHHS) teams including the Consumer Partnership Dialogue, and the DHHS Consumer Workforce Group.

Neil is a consummate innovator and trailblazer, a leader by example, exemplifying peer support in action. His authenticity creates genuine connections with those in his sphere of influence, and in doing so, he provides opportunities for the enduring transformation of mental health for individuals, families, communities and within the sector.
• Address of following **Criteria** (max. 8 x A4 pages):
  1. Evidence of a significant contribution to the field of mental health on a local, state or national level.
  2. Evidence of innovation or a high standard of service.

**DOCUMENT 1. Support Letter**

My name is Maggie Toko and I am the Deputy Commissioner of the Mental Health Complaints Commission in Victoria. It is with pleasure that I provide a reference for Neil Turton Lane for an award through THEMHS. I have known Neil for several years and have worked alongside Neil in different roles that he has held. I first met Neil at the Western Region Health Centre (a Community Health service) where he was employed as a Consumer Consultant. Neil would eventually become a Team Leader and Manager of the Lived Experience Team. Neil played a senior part in establishing the Peer Led Consumer Traineeship scheme, whereupon the program engaged 14 LE trainees and educated them in Consumer leadership. Many of those students have since gone on to become leaders in the field of consumer rights. Neil was responsible for developing Peer programs within WRHC and later cohealth of which WRHC became following a united merger. Neil has more recently been the Manager of VMIAC’s NDIS program. Neil was responsible for establishing the program and recruiting for it. Neil is also one of the Senior leaders for VMIAC. Neil is also one of the leading trainers in ECPR in Victoria and undertakes the training schedule throughout the sector. Neil is a kind, compassionate individual who has great empathy for the consumer voice. Neil promotes the rights and responsibilities of consumers in all the work he does. Neil is a great leader and colleague and has shown for many years a commitment to share skills and knowledge with his peers. I cannot think of anyone else who deserves an award as much as Neil and wholeheartedly would support this process. I am more than happy to be contacted should you require further information. My number is 0402724165.

Regards

**Maggie Toko**

Deputy Commissioner

**Pronouns: she/her**

**Mental Health Complaints Commissioner (MHCC)**

Level 26, 570 Bourke Street, Melbourne, VIC 3000

We respectfully acknowledge the **Aboriginal lands** on which we live and work and pay respect to Traditional Owners, ancestors and Elders.

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DOCUMENT 2.  10/08/2020

SUPPORT LETTER FOR NEIL TURTON-LANE

My name is David Pedlar. I am currently employed as a Community Mental Health Peer Worker with the Early Intervention Psychosocial Support Response (EIPSR) cohealth program. I am writing in support of the Award nomination for Neil Turton-Lane for:

‘Exceptional Contribution to Mental Health Services in Australia or New Zealand’.

I began my employment in the Community Mental Health Sector nearly ten years ago as a Consumer Consultant with the Western Region Health Centre in Melbourne, Victoria. In the early years of my career, while I was still ‘finding my feet’ in the role and sector, Neil Turton-Lane provided constant support, reassurance, mentoring and guidance. His support was invaluable and allowed me to grow into the role and sector. Neil introduced me to many people and organisations, stakeholders, networks and service providers. Where he makes an outstanding impact, to me, is in his tireless dedication and commitment to consumers, to improving ‘the lot’ of clients, access and entry to services, participation, championing co-design, capacity building, advocacy, self-advocacy and ensuring that the consumer voice has ‘a seat at the table’. Consistent with the theme of this year’s TheMHS Conference, Neil’s work and approach speaks to the importance of prevention, early intervention and community supports in ‘balancing the system’, reducing the demand on acute and clinical bed-based services.

Neil’s dedication and commitment over the past twenty years has provided countless opportunities for the consumer voice to be heard and represented, whether at Services, Conferences, Committees, Reference groups, Consumer Advisory Groups (CAGS), Consumer Engagement Advisory Group, Focus groups, training and workshops. His willingness, dedication, quiet enthusiasm, generosity and availability to support consumers, peer workers and colleagues is exceptional. His knowledge, wisdom and example are invaluable and has been instrumental in my progress, learning and professional development as a Community Mental Health Peer Worker, and previously as a Consumer Consultant.

Neil’s mentorship, guidance and support has been a beacon of hope in helping myself and many others enter the field of Peer Work, learn the ropes, navigate, network and connect. Neil is an inspirational leader of the Consumer Movement, introducing myself and many others to the extraordinary work and contributions of leaders like Wanda Bennetts, Merinda Epstein (Our Consumer Place), Flick Grey, Indigo Daya and many others, who have been at the forefront of the Consumer Movement and Workforce in Victoria and Australia.

Neil was instrumental in capacity building so that myself and other colleagues developed and consolidated skills to facilitate Peer-Led Recovery groups including Hearing Voices groups, introducing many staff and consumers to the Hearing Voices Movement and consumer leaders such as Rufus May and Ron Coleman; facilitating consumer-led presentations, public speaking, forums, focus groups, advocating for systemic change and reform in the Mental Health Sector in community, organisational and political spheres. Neil’s leadership has been significant in the development of Peer-Led strengths-based recovery groups and support of programs such as Peer Zone from New Zealand, Flourish (Queensland) and Pathways to Recovery (USA).

Over the years Neil has supported the evidence-base and efficacy of the Peer Workforce, and its continued viability now and into the future, through promoting a continuing body of evidence-based research including Action Research, Intentional Peer Support and Literature Reviews. Consumer participation, access, inclusion, diversity and representation have always been front and centre on Neil’s agenda.
Neil’s buoyant support helped instil in me the skills and confidence to initiate projects such as Voices of Hope and Recovery, a consumer song-writing/Art project, the Ambassador for whom was (Australian of the Year) Jonathon Welch, which won a Western Region Health Centre Award in 2014.

Neil was instrumental in giving me the opportunity to be Project Officer for ‘Exploring Advanced Statements’ with the Western Region Health Centre in 2012. Following this, influenced by the philosophy of the Theatre of The Oppressed, Neil initiated an innovative program ‘Exploring the Potential of Advanced Statements’ (presented at TheMHS in 2013), a series of highly acclaimed and awarded dramatic community education workshops, employing consumer actors, to illustrate the role of Advanced Statements in treatment, choice and as an instrument of the consumer voice.

Neil has helped pave the way in heralding systemic change in the corporate sector, organisations, CalD and diverse communities, government policy development and reform, calling out stigma and always representing the consumer voice through a Human Rights lens. Neil’s holistic approach is client-centred, strengths and values based; acknowledges achievement, progress, and promotes aspirations, dreams, resilience, courage and hope.

At VMIAC, Neil has contributed to, and supported consumers in making submissions to the Victorian Government’s Royal Commission into Mental Health. Neil’s initiative, drive, zeal, enthusiasm, courage and determination to have the Lived Experience voice represented and heard is reflected in the strengthening of the Consumer Workforce. This was evident when I first met him almost ten years ago, and still resonates just as strongly today, in the work he is doing with VMIAC in his role as NDIS Manager, and currently co-facilitating a series of Emotional CPR training workshops for 150 online participants across Australia.

Having the support, enthusiasm and belief of Neil, has been a significant contributing factor in my recovery, and being able to achieve my dreams, live a meaningful, fulfilling life and look forward to an exciting, exhilarating future. I believe that what I know of Neil’s achievements and contribution to the Sector is just the ‘tip of the iceberg’. I have not worked with Neil for several years. However, we catch up at on occasion at conferences and events. He has been highly instrumental and influential in my formative years as a Lived Experience worker and continues to be an inspirational figure. His gentle encouragement, belief in people, and ability to draw out strengths in others, are some of his considerable personal qualities and attributes.

Neil’s contribution to the Mental Health Sector echoes the importance of prevention and early intervention through psychoeducation, peer support, eliminating stigma, capacity-building, empowerment and advocacy with a Human Rights focus.

Neil is an exceptional role model and ambassador for the Consumer Movement, working tirelessly over the past twenty years to advance the Human Rights, dignity and representation of mental health consumers. Neil is a champion of Personal Recovery. His deft, personable communication skills, relationship and stakeholder building, highly adept networking ability, forming of strategic alliances and partnerships are hallmarks of his contribution to the Sector, expressed with inimitable agility, grace and aplomb.

I am extremely grateful and humbled by the support Neil has given me over the years, his commitment and support of consumers, clients, colleagues and communities. I regard Neil as a personal hero. In some ways I think Neil has been a ‘quiet achiever’, he doesn’t seek the spotlight, he’s too busy working helping others. This is one of his most admirable qualities, he is a humble and extraordinarily generous person. Sometimes we are fortunate in life to meet someone who lifts us up to be the best we can be, a person in whose presence we are all elevated. A person who sees in us what we may not see in
ourselves. Neil is such a person. This can have a transformative and life-changing impact. Neil sees the best in people and therefore brings this out in them. He gives people a break, a chance, an opportunity when they need it. This can change peoples’ lives. It has changed mine. Neil is the living embodiment of peer support, he ‘walks the walk’ more so than just ‘talking the talk’. The impact of this on my life has been considerable in my growing into and being effective in my role as a Community Mental Health Peer Support Worker with the Early Intervention Psychosocial Support Response (EIPSR) program, a partnership between Clinical and Community Mental Health.

The values and strengths Neil champions have held me in good stead both personally and professionally. I am ever grateful for his quiet, kind and generous support. Today I am ‘living the dream’, ‘beyond recovery’ as I like to say - leading a flourishing, contributing life of meaning and purpose. Neil has been a guiding light and personal mentor in helping me be able to achieve this, and as such, I express my heartfelt gratitude to him. Neil has been a pioneer in bringing together collaborative Clinical and Community approaches through his experience with Area Mental Health and the Consumer Workforce. He brings a nuanced understanding and insight to the therapeutic, psychosocial dimension of personal recovery with clinical and community supports and connectedness.

The saying ‘we stand on the shoulders of giants’ is a very apt one in the case of Neil Turton-Lane. As such, he is a highly deserving nominee for the Award of ‘Exceptional Contribution to Mental Health Services in Australia or New Zealand’.

Yours Sincerely,

DAVID PEDLAR, Grad B. Teach, BA Soc.
Community Mental Health Peer Worker
Early Intervention Psychosocial Support Response (EIPSR), cohealth
12 Gower Street, Kensington, VIC 3031

DOCUMENT 3. 07/2020

In his time at Western Region Health Centre (now cohealth), Neil led work to explore how consumers could be involved in service decision making and quality improvements from the consumer perspective. Neil is a leader in the field, having contributed over 20 years of consumer knowledge, expertise and leadership to enable the contribution of consumer experiences across Victoria. Neil brought qualities to our organisation that really enhance mental health consumer’s ability to provide strategic advice on the issues and concerns of consumers of our community mental health services.

Neil was an advocate for engaging the unique skills & perspectives brought by each person, and an active proponent of inclusion of people of all ages, genders, cultural backgrounds and abilities. He championed participation being an active and dynamic process involving working groups, regional forums, staff training, and interview panels. Neil facilitated codesign workshops to improve client-centred care planning; hosted and emceed consumer forums; produced resources for consumer participation on interview panels; and worked with consumer actors on creative ways to raise awareness of Advanced Care Statements, all the while actively coaching his peers and seniors to contribute and grow their skills in the process.
By all accounts, Neil was hugely important in our consumer advisory groups’ growth and development and a significant contributor to organisational innovation.

Thanks for doing the work to honour and acknowledge Neil’s fabulousness.

Thanks,
Jess

Jess Lees | Pronouns: She/her/hers  
Senior Manager, Strategic Projects

90 Maribyrnong Street, Footscray, VIC 3011  
cohealth.org.au

cohealth acknowledge the Traditional Custodians of the lands and waterways on which our offices stand, the Boon Wurrung, Wurundjeri and Wathaurung people, and pay respect to Elders past, present and emerging.

DOCUMENT 4.  
30/07/2020

Neil was instrumental in promoting consumer engagement in the community mental health sector. I recall he spent time with me and mentored me to participate at the Community Engagement Advisory Committee (CEAC) organised by the former Western Region Health Centre.

Neil was a pioneer in promoting the Advanced Statement. Back in 2014, Neil brainstormed ideas of promoting the Advanced Statement with a peer worker and three consumers including myself. Three consumers showcased the power of storytelling and Neil led the project team to promote the Advanced Statement to various agencies including the University of Melbourne. The project team won an award by the Victorian Premier for our efforts to promote the Advanced Statement.

Neil was also instrumental in organising Day to Day Living Groups for consumers facing a mental health challenge. Groups that he organised included Tai Chi for Health and Mindfulness group.

Wing Ho
MIND Burnside Prevention and Recovery Care (PARC)  
(ex) cohealth PARC, Melbourne.
I have known Neil for around ten years. He has great ideas and he gets those great ideas off the ground. Neil Turton-Lane is a quiet achiever. For example, it was Neil’s idea to facilitate a workshop on the co-reflection/support needs of Victoria’s consumer workforce at the Victorian Mental Illness Awareness Council (VMIAC) conference in 2016. The outcome of this workshop was to become the foundation for a coproduced partnership between government, academia and the VMIAC to urgently address the support needs of the consumer workforce, a project which is currently in its final stages with training being developed and delivered. The training will grow capacity in roles for consumer perspective supervisors who can provide discipline specific supervision for the consumer workforce.

Way back before we had changes to the Mental Health Act, Neil had worked with a group of mental health service users on Advance Directives. This troupe workshopped and acted out their stories to show how using Advance Directives could have positive results in people’s lives. Neil approached me about hosting the troupe because I was teaching a consumer subject in the Post Graduate Diploma of Mental Health Nursing at the University of Melbourne. The actors provided an opportunity for the students to appreciate real life situations and the value of self-determination and the role that clinicians can play in supporting consumers’ choices. The student feedback was extremely positive with students reflecting on gaining better understanding of what it might be like to have one’s preferences over-ridden and how important control over own’s choices is to wellbeing. This is very typical of Neil’s work, providing opportunities for people to strengthen their capabilities, respecting people’s resources, and matching this with opportunities for people to lead and do inspiring work.

Other consumer led work Neil has been involved in initiating has been the growth of E-CPR in Victoria and his work in the NDIS sector. Neil is committed to upholding the human rights of people with psychosocial disabilities. Neil inspires in part due to the creativity he brings to his work, his humour, and his attitude of equanimity which means he approaches people with openness and a willingness to reflect on the worldviews of others.

I admire Neil very much and the achievements he has made to our sector. At the same time, I don’t know nearly as much as others would, and I haven’t kept up with Neil’s role at VMIAC. I really hope the application is successful.

Sincerely,
Cath Roper
Consumer Academic and lecturer
Centre for Psychiatric Nursing
Department of Nursing
Faculty of Health Sciences
Alan Gilbert Building/Level 6/ 161 Barry Street,
The University of Melbourne, Victoria 3010 Australia

Contributing to a paradigm shift where mental health practice is founded on supporting people to make their own decisions, in their own way, in their own time
Acknowledging Aboriginal People and Torres Strait Islander People as the first inhabitants of the nation and as Traditional Owners of the lands

DOCUMENT 6. 28/07/2020

Timeline of Neil Turton-Lane’s career working in MH advocacy, and highlighting key concepts:

Developing and growing the lived experience workforce in Victoria
Western Region Health Centre- expanded consumer team, Peer Internship project: then merger into cohealth; consumer leadership team set up, and peer workers embedded in every MHCSS team. Founding member of Consumer Perspective Supervision project, presented at VMIAC in 2015-6, successfully stewarded into workforce branch and continued development with CMHL etc.
Also- worked on Consumer Workforce Group which launched Consumer Workforce Strategy last year.

Supporting innovation and training in consumer Mental Health
Codesigned Advance Statement workshops - won a Premier’s Health Award
PAT- Psych Action Training group at CPN (Cath Roper, Vrinda Edan and Wanda Bennett’s all members)
VMIAC NDIS information videos for consumers including NDIS workshops etc.

Peak advocacy:
Former COM member of VMIAC
Employed by VMIAC as NDIS, (has had 2 roles); VMIAC, NDIS Conferences, working on ILC Capacity Building project-successful grant.
NDIS Advocacy (with Eddie Barton) and quoted in Hansard (public hearings)
Neil has done amazing work, but I am not across all the amazing projects and achievements he has done- 😊 Kind regards, Ali

Ali Pain (She/Her) | Consumer & Carer Engagement Officer | Mental Health Tribunal
Level 30, 570 Bourke St, Melbourne Victoria 3000 Australia
Re: Neil Turton-Lane

Neil is a most incredible innovator, supporter and motivator. Neil’s contributions to mental health began with his own life journey, as a young man, he was severely challenged with voices, psychosis and feelings of worthlessness. Incredibly Neil made connections which supported him on a very rewarding and successful recovery journey.

Neil appointed me to Consumer Consultant position with cohealth (then Western Region Health Centre). Incredibly Neil persuaded management to appoint a team of five Consumer Consultants, he had a vision, supporting these special and privileged peer workers through their own personal journey of self-discovery, self-recognition and self-awareness. As Consumer Consultant Team Leader, Neil provided regular supervision for each of the five workers, he represented the team in management circles, he worked to further the voice of the peer and the consumer. Neil began our work with a day of workshopping, he invited prominent Consumer Advocates from around Victoria to talk from their lived experience as peer support. Neil ensured that his team had all the personal and professional resources at hand to work effectively and efficiently supporting both their own recovery journey and furthering the work of cohealth furthering the Peer focus. This, in my opinion is Neil’s true achievement and strength, creating recovery opportunities.

Neil’s energy and passion opened doors at Victorian Mental Illness Awareness Council where he was appointed Team Leader for the NDIS program. Neil’s enthusiasm, passion and caring engagement worked magic with his team who all caught the innovation bug and the enthusiasm bug. NDIS workshops around the state supporting participants applications and re-applications is just the tip of the iceberg for these enthusiasts. They applied and won financial backing to engage with Consumer groups, such as Boomerang Network and Mixed Nuts, supporting them to meet, to share knowledge and resources, to gain power and voice through networking and alliance. Once again, an example of Neil’s strength in creating recovery opportunities for mental health peers.

Neil saw a wonderful opportunity in the eCPR course emanating from Peer Workers in the USA. In consultation with VMIAC’s CEO they applied and won the rights to disseminate this wonderful initiative through-out Victoria (maybe Australia). Emotional, Connecting, emPowering and Revitalising these are the meaning referring to the acronym, which of course stands for cardiopulmonary resuscitation, or the saving of a life. Neil’s team have been successful in winning a contract to deliver the course to one of the major Melbourne Universities. With Lockdown, Neil has worked with a Consumer Advisory Group to develop an online version of eCPR which is now ready for delivery. eCPR is another example of Neil’s focus on recovery strengths, normalizing and empowering people recovering from the experience of mental health trauma.

I wish Neil the best with this application, Neil would be the last person to even think of applying, he’s too busy working.

Good luck to Neil.

Jenny Hickinbotham, (ex) VMIAC, cohealth
Conclusion

Neil Turton-Lane is a worthy nominee of the Mental Health Service Learning Network (theMHS) Award: Exceptional Contribution to Mental Health Services in Australia or New Zealand

For over twenty years, Neil has continually worked in the sector, advancing the knowledge and evidence-base, creating systemic change, promoting personal recovery, improving the collaborative partnerships between Clinical and Community Mental Health, providing platforms for the consumer voice to be heard and inform service delivery and access, championing co-design and Human Rights.

In so many contexts Neil has been a persistent presence and proactive agent of the Consumer Movement in Victoria, Australia and Internationally.

His contribution has been and continues to be outstanding.

Referees (1/2 x A4 page)

JESS LEES
Jess works in strategy, service design and change leadership for one of Victoria’s largest community health services. As Strategic Projects Lead at cohealth, Jess harnesses her background in community and international development to build strategic partnerships and facilitate codesign processes aimed at enhancing client experience and outcomes. Jess first met Neil when she joined cohealth in 2011 (then Western Region Health Centre) where they were both employed to lead consumer and community participation. They collaborated to design and build participation structures and networks to enable the voices of vulnerable groups to influence decision-making in service design and delivery and policy/advocacy settings. They also facilitated a range of co-design initiatives with diverse consumers.

MAGGIE TOKO
My name is Maggie Toko and I identify as indigenous to Aotearoa. Currently I hold the position of Deputy Commissioner for the Mental Health Complaints Commission. I have taken a 1 years leave without pay from my substantive position as Chief Executive Officer (CEO) of the Victorian Mental Illness Awareness Council (VMIAC). I have a declared lived experience and although not employed as such, I am the first Lived Experience Commissioner in Victoria. I have an extensive senior leadership work history having been a Senior manager for cohealth, General Manager for the Salvation Army Crossroads Network. I have also worked as a sessional teacher with RMIT University in the Northern Territory teaching Mental Health and Alcohol and Other Drugs to indigenous students as well as being a consumer consultant for Reach Out Mental Health.
Appendix of Support Material (max. 8 x A4 pages)
e.g. back up material such as research abstracts, publications, data charts, news clippings, feedback and photographs

Supporting Material
CONFIDENTIAL

Award Nomination:
Neil Turton-Lane
Exceptional Contribution to Mental Health Service in Australia or New Zealand
The Mental Health Service (TheMHS) Conference Feb 9-12, 2021 Perth

Nominated & Compiled by
David Pedlar, Grad. B. Teach., BA Soc.
Community Mental Health Peer Support Worker, cohealth
Early Intervention Psychosocial Support Response (EIPSР)

Document 1.

Neil Turton-Lane
NDIS Manager - VMIAC
Melbourne, Australia335 connections
Victorian Mental Illness Awareness Council
Latrobe University
About Neil
I am employed at the Victorian Mental Illness Council as an NDIS Manager where I manage the NDIS Appeals and Reviews and NDIS Education Teams. Whilst the NDIS has been a core focus of much of my work in the past few years I have in the past a work history that spans 20 years being, primarily employed in lived experience leadership roles as a consumer consultant and peer worker within both clinical and community mental health services.


Experience
Team Leader for Consumer Participation
Western Region Health Centre/Cohealth
Jan 2000 – Present 20 years 7 months
Footscray

Consumer Consultant
Inner West Area Mental Health Service
Dec 2000 – Jan 2002 1 year 2 months

Document 2.

cohealth consumers in the Consumer Leadership Advisory Group (CLAG) win award
Release Date 18/10/2016

Marking the 20th anniversary of mental health consumers being employed in mental health services, the Victorian Mental Illness Awareness Council (VMIAC) awards celebrated the growth, development and achievement of this Victorian Consumer workforce.

The cohealth Consumer Leadership Advisory Group (CLAG) took the Consumer Advisory Group award. They were nominated for an award for their amazing efforts and work to improve mental health services for all Victorians. The highlights the group achieved over the past 2 years include:

• Identifying, leading and developing a codesigned ‘hello guide’ for first time consumers of our mental health services. Written by CLAG members, the Consumer Leadership team and members of Collingwood Mental Health team. The ‘hello guide’ is about to go to print shortly.
• Development of 10 Year Mental Health Strategy for Victoria, CLAG was invited to attend focus groups specifically facilitated by the Department of Health and Human Services (DHHS), as well as providing input to community forums that were also held and via online survey.

• Royal Commission into Family Violence: CLAG members participated in several forums and workshops facilitated by Women's Mental Health Network, cohealth and made individual submissions.

• CLAG members have taken a lead in developing cohealth's internal training package around codesign, through sharing their experiences and facilitating training as well.

• CLAG provided members to the Catchment Based Planning Consumer Leadership Group which has auspiced a project around self-advocacy via an Advocacy Tree, which received a great deal of positive feedback from various conferences the Tree has been to.

• CLAG members also sit on the Consumer Advisory Committee and have invited other community advisors to come and join our group to see how we work and share information.

The following VMIAC awards were also given:

**Lifetime Achievement Award:** Cath Roper, Consumer Academic, Centre for Psychiatric Nursing, University of Melbourne

**Human Rights Awards:** Liz Carr of Independent Mental Health Advocacy and Merinda Epstein from Our Consumer Place

**Diversity Award:** Evan Bichiara, St Vincent’s Transcultural Unit

**Consumer Clinical Service Worker:** Krystyn Smales, Inner West Area Mental Health

**Consumer Community Service Worker:** Ric Corney, Wimmera Uniting Care

Huge congratulations to everyone!!

*A big thank you to cohealth Consumer Consultant Ali Pain who has worked tirelessly in supporting and resourcing this group over the past year in Neil Turton-Lane's absence.*
Members of cohealth’s existing committees and groups also can nominate to join the Board Community Advisory Committee which will meet quarterly from May/June. Chaired by a Board Director, the Board CAC exists to ensure that cohealth understands and responds to community needs; maintains strong connections between Board Directors, senior leadership and the services’ diverse constituents; and enables meaningful consumer input into cohealth’s strategic direction and continuous quality improvement. Contact Jessie Lees for more information.

Join our Participation Register

For people who want to get involved, have a say and hear about opportunities to codesign health services in their region, we have the Participation Register. People on the Participation Register receive fortnightly emails (or copies in the post) about participation opportunities in their region. The form is attached in English and five other languages (Chinese, Somali, Vietnamese, Arabic, Greek).

For more information contact:

North and inner northern region
Louise Sadler
Community Partnerships Coordinator
365 Hoddle St, Collingwood

Western region Bethia Sullivan Community Partnerships Coordinator 72 Paisley St, Footscray

Mental Health Community Advisory Group
Neil Turton-Lane

Ali Pain

Board Community Advisory Committee
Jessie Lees
Document 4.

Exploring advance statements for mental health through storytelling

Health Issues
Issue 111 (Summer 2014)

Turton-Lane, Neil; Clarke, Yvette

Abstract: Suffering a mental health breakdown is a traumatising experience, but it is compounded by the limited rights patients are granted under Victoria's current public mental health system. Unfortunately, an individual's personal views on what medications or treatments are beneficial are rarely sought; either because at the time of hospitalisation the person is too unwell to engage in such a conversation, or no-one is willing to listen or take their views seriously.

To cite this article: Turton-Lane, Neil and Clarke, Yvette. Exploring advance statements for mental health through storytelling [online]. Health Issues, No. 111, Summer 2014: 15-18.


Personal Author: Turton-Lane, Neil; Clarke, Yvette

Source: Health Issues, No. 111, Summer 2014: 15-18

Document Type: Journal Article ISSN: 0819-5781

Subject: Mental health services; Mental health laws; Patient-centred health care; People with mental disabilities--Social conditions

Affiliation: (1) Team Leader of Consumer Participation, Western Region Health Centre
(2) Research, Evaluation and Policy Advisor, Western Region Health Centre

Database: HEALTH COLLECTION
On 23 July 2014 cohealth’s first cohort of 12 mental health peer worker interns graduated from a twelve-week internship. The internship is designed to give people with lived experience of mental illness a chance to check out a career in mental health support.

The internship project leaders, Jean-Louis Nguyen, Neil Turton-Lane and Molly Galea, identified a gap: that many people with lived experience of mental illness were keen to use their experiences to help others, but there is limited information about how to move from being a service user to being a service provider.

cohealth is also keen to recruit peer workers, and to promote the development of a peer professional “discipline” in the mental health sector. A cohealth internal grant supported the project and 40 applicants keenly contested the 12 positions available.

The successful interns took up places in outreach support, social inclusion, group programs, residential services, step-up and step-down support services, services for people with complex and multiple needs, and care coordination, and shadowed existing workers.
At fortnightly education days, guest speakers provided training on the consumer movement, using lived experience effectively, diversity training, mental health first aid, and much more. Our consumer workforce supported the interns, providing guidance and information on the multiple tricky aspects of using one’s own life experience for the benefit of others.

Graduation was a jubilant and positive occasion, with the surprise announcement of several forthcoming job opportunities for peer workers at cohealth. With outcomes like enthusiastic interns, satisfied supervisors, and a pool of potential employees, the project leaders are keen to repeat the internship project next year.

2013

Notes from conversation with Jessie Lees re community engagement and participation, Western Region Health Centre.

Wednesday 16 November, Jessie Lees, Manager Access and Participation

Discussion about breadth of her role and some history to cultural competence work in organisation. A Cultural competency audit/review was undertaken by CEH as well as a LOTE skills review.

A Language Services review was undertaken that recommended a shift to a single large provider for economies of scale, feedback, grievance and quality improvement measures. Contract awarded to On call for a couple of program areas at this time but moving to take on interpreting across agency and all its sites. Current arrangements at North Yarra and Doutta Galla in context of merger.

A strategic plan to 2015 identifies goals and outcomes for participation and its principles are consistent with the human rights-based approach – PANEL

P – participation
A – accountability
N – non-discriminatory
E – empowerment
L – linking practice to human rights standards

Strategic plan supports participation strategy of ‘Your Health Your Say’.

Neil Turton-Lane is Team Leader Participation.

Consumer Engagement
Brief C.V. of nominee

NEIL TURTON-LANE

NDIS Manager, Victorian Mental Illness Awareness Council (VMIAC)
East Brunswick Victoria
Feb 2018 – Present

My role at VMIAC as NDIS Manager is in providing supervision, leadership and support to our NDIS Appeals & Reviews Officers and NDIS Educators. At VMIAC our focus is on providing advocacy, support, information and training to consumers that will build their capacity and skills to fully engage with the NDIS around their ongoing support needs.

Consumer Liaison Manager, VMIAC
Feb 2017 – Feb 2018
22 Aintree Street, East Brunswick, Victoria 3057

Senior Consumer Consultant
Cohealth, Nicolson St Footscray

Western Region Health Centre (WRHC)
9 years 9 months

Consumer Consultant Team Leader
Mar 2009 – May 2014
Footscray

Team Leader of 5 Consumer Consultants embedded within Western Health Centres Mental Health Services. Consumer Consultant to Indigo (a State-wide services provider for the Multiple and Complex Needs Initiative providing care planning and care-coordination services to individuals with multiple and complex needs)

Consumer Consultant
Sep 2004 – Mar 2009 4 years 7 months
Footscray

Consumer Consultant to Western Region Health Centre's Psychiatric Disability Rehabilitation Support Services across the inner and outer western region of Melbourne. Developed in consultation with WRHC clients a Consumer Participation Framework and Representative Structures

Co-ordinator of the Consumer Led Day to Day Living Group Activities Program
Western Region Health Centre
Feb 2005 – May 2009
Footscray
Co-ordinated a Consumer Led Group Activities Program supported by Day to Day Living Funding in Melbourne's West. The focus of this peer delivered program being on supporting the development of alternatives to mainstream service offerings through a high level of consumer involvement in the planning and delivery of service offerings. Activities offered through this service included Tai Chi, Mindfulness Classes, Consumer Led Art and Writing Classes, Self-Advocacy Education Classes, After Hour Group Activities, Hearing Voices Groups and much more.

Education

**Latrobe University**
Graduate Certificate in Consumer Engagement, Community Development  
2011 – 2011

**Victoria University**  
Bachelor's Degree Community Development, Community Development  
2001 – 2004  
Activities and Societies: Victorian Mental Illness Awareness Council Committee of  
Management Member

Volunteer Experience

**Volunteer Help Line Worker**  
Mental Illness Fellowship Victoria  
1999  
Health  
Volunteered for 5+ years as Help Line worker with MIFV Helpline Service

Referees

Jess Lees

Maie Toko